



# quality matters

april 2005

asq section 1301

volume 6, issue 6

## ASQ 1301 April 2005 Workshop

# Team Building and Improvement

The Business Technology College (BTC) at 6899 Executive Drive in Kansas City, MO (near World's of Fun) is the site of the April 2005 Workshop. The workshop is on Saturday, April 16, 2005 from 8 AM until 12 noon. A continental breakfast is provided. Cost with reservations is \$16, without reservations \$20 and student with valid ID \$10. Please contact Heather McCain for more details.

The meeting room has changed from Room 176 to Room 2003 which is located in the west wing of the building. Come in the south entrance (faces Park Place Hotel) with the address of 1775 Universal, go up the stairs and turn back towards the front of the building. Room 2003 is located to the right of the big window at the front of the building.



Herb Tuttle is the Associate Director and Assistant Professor of Engineering Management Graduate program at the University of Kansas Edwards Campus in Overland Park, KS. Herb holds two undergraduate degrees and three masters degrees in areas of engineering, manufacturing and management. He has in excess of twenty years professional management and engineering experience in the areas of consulting and manufacturing. He has been with the University of Kansas for ten years. He is an Asst. Scout Leader in Troop 52 and Committee Chair of Venture Crew 2691. Herb is the Program Director of the

Mid-American Manufacturing and Technology Center in Overland Park. Herb is a contributing author to several books and provides Project Management training to the Aerospace Industry. Herb is currently pursuing a Ph.D. in Industrial and Systems Engineering at the University of Alabama in Huntsville, AL.

In his research Herb is investigating virtual and traditional teams in order to learn how to maximize the effectiveness of teams. Come to learn how teams are applicable to any quality initiative.

Reservations: Heather McCain - (816) 274-8337; e-mail - HeatherMcC@aol.com <<mailto:HeatherMcC@aol.com>> Please make your reservation by 4-14-05

Link to directions to the BTC:

[http://maps.yahoo.com/pmaps?name=&ed=lnCOKup\\_0TrYbb0Fzarkb4h\\_76Lhka6MG\\_BbYQfzY23m994lqXq0qwZyY\\_eQRc\\_wAq994p0g\\_s0WPZdTU0nyG3QJf7ScSTVu\\_d8UJZS\\_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=s](http://maps.yahoo.com/pmaps?name=&ed=lnCOKup_0TrYbb0Fzarkb4h_76Lhka6MG_BbYQfzY23m994lqXq0qwZyY_eQRc_wAq994p0g_s0WPZdTU0nyG3QJf7ScSTVu_d8UJZS_6azuGiLi&csz=Kansas+City%2C+MO+64120-1313&desc=&mag=8&ds=n&state=MO&uzip=64120&country=US&BFClick=&BFKey=&resize=s)

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**Doing something different or interesting in the Quality field?**

**Have a best practice that you would like to share? Want to brag about an accomplishment?**

**Use the 1301 newsletter as a vehicle to reach others in your section that might find your work interesting.**

**The Sky is the limit!**

## Excellence in Missouri Foundation Announces Two Events

The Excellence in Missouri Foundation wants to make us aware of two Kansas City area events in the near future. The first is a Missouri Quality Award Recipient Sharing Day to be held May 3 in Maryville, Missouri at SSM St. Francis Hospital and Health Services, a two-time MQA recipient. This is a great opportunity to learn how a regional organization has used the Baldrige Criteria to improve.

The second workshop is a Self Assessment Seminar to be held in Kansas City June 8-9, at the Rockhurst South Campus. This workshop is designed to introduce participants to assessment options available through the Excellence in Missouri Program.

If you cannot attend, please tell someone in your organization, or any other business contact you feel might benefit from either workshop.

Please check out our website for more information about any of these upcoming learning and networking opportunities.

For any other questions, please call Paul Orton, Vice President, Excellence in Missouri Foundation, Office: 913-219-2291.

*DON'T MISS OUR MQA RECIPIENT SHARING DAYS: April 13, April 14, and May 3. On April 13th join us at Boeing Weapons Enterprise Capability Center in St. Charles, on April 14th join us at SSM Cardinal Glennon Children's Hospital in St. Louis, and on May 3rd, please join us at SSM St. Francis Hospital and Health Services in Maryville. Visit our website at [www.mqa.org](http://www.mqa.org) for more information or to register!*

## By-Law Revisions up for Vote

The ASQ Board of Directors has proposed a set of amendments to the ASQ Bylaws that require approval by eligible voting members. The ASQ Board of Directors spent more than a year working on these amendments. In doing so, they sought input from more than 10,000 regular members as well as the senior volunteer leadership. Support for the new bylaws has been expressed by more than a dozen ASQ past presidents.

By now you should have received either an e-mail or a letter asking you to vote on the new bylaws. ASQ has set up a website (<http://www.asq.org/members/leadership/index.html>) with several important documents that will help you in making your decision including the old bylaws, the new bylaws clearly showing the proposed changes, and a message from the ASQ Board summarizing the changes.

Reasons for amending the Bylaws:

- To conform with good governance practice, which includes regular review to ensure Bylaws are up to date with legal requirements, management practice, and the current state of affairs of the organization.
- To streamline operations of the Board
- To make sure that governance as it is practiced at ASQ (and as it is codified) aligns with the governance intent of the Board of Directors
- To align with changes in technology and their impact on governance
- To support the move to a living strategy
- To support last year's change to the member model

To align with staff reorganization

Members who have a question about voting eligibility should contact ASQ Customer Care by telephone at 1-800-248-1946 or by e-mail to [help@asq.org](mailto:help@asq.org) (use the subject line: Bylaws Voting Inquiry).

Results will be announced at the ASQ Annual Business Meeting in Seattle on May 15, 2005.

## ASQ Certification Exam Dates 2005

	Exam Date	Register By	Time	Location
CQE/CQA/CSQE/CQIA/CCT	June 4, 2005	April 1, 2005	TBD	KCKCC
CQT/CRE/CMI/CHA/CSSBB CQA-Biomedical CQMgr	October 22, 2005	August 19, 2005	TBD	KCKCC
CQE/CQA/CSQE/CQIA/CCT	December 3, 2005	October 7, 2005	TBD	KCKCC

## MDI Sponsoring Green Belt Training

Six-Sigma is a highly controlled process that helps companies focus on developing and delivering near-perfect products and services. "Sigma" is a statistical term that measures deviation from perfection. The central idea behind Six-Sigma is that by measuring defects in a process, one can systematically eliminate them and get as close to zero defects as possible. Six-Sigma organizations strive to generate less than 3.4 nonconformities (defects) per million opportunities in any process that effects customer satisfaction.

Six-Sigma strives to produce consistent, predictable business processes that deliver world-class levels of quality. Companies that have adopted the Six-Sigma process have seen increased customer satisfaction, improved product or service reliability, and improved short and long-term financial performance. To receive Black Belt Certification participants must complete two projects, each showing a minimum of \$50,000 in savings.

Time & Location: When: Monday—Friday, Time: 8:00 A.M.— 5:00 P.M. Where: Southwest Missouri State University campus in Springfield, MO. Includes: 2000 pages of professionally developed material. 65 CD tools and case study templates.

### Fees

- 4 Week Black Belt Certification Training—\$4995
- 2 Week Green Belt Certification Training—\$2995

## Section 1301 looking for Officers

It's that time again for the Kansas City Section to start looking forward to the next membership year. We are looking to embrace those individuals that are willing to volunteer their time and energy to support one of the best sections that ASQ has in its membership.

We are currently taking nominations to complete the 2005-2006 slate of officers for the Executive Board of the Kansas City Section 1301. Looking ahead to the 2005-2006 membership year, we see a value in recruiting you to help serve on our committees.

The members should be in good standing and be willing to commit to learning and helping others to learn what being a member of our organization really means and be willing to help us to provide a real sense of value to our membership.

We are also in the search for volunteers to help fill the various committee positions as well.

For more detailed description of the positions, go to the our section's web site at '[www.asq1301.org/PostDesc.html](http://www.asq1301.org/PostDesc.html)' and pick the position that you wish to review. If you have the qualifications for any of these positions and are willing to provide support for our section activities, please feel free to attend our next board meeting in April. See Calendar. The slate of officers will be assembled and approved by the Executive Board and will be announce on the web site. Elections will be held at our Saturday April 15th membership meeting and workshop.

# ASQ1301 Upcoming Programs

Business and Technology College , 6899 Executive Drive in Kansas City MO (near World of Fun) Room 176  
8:00 am social 8:30-10:15 Lecture/ 10:30-12:00 Project Workshops

## April 16, 2005 –

Team Building and Team Improvement - Herb Tuttle - University of Kansas

## May 21, 2005 –

Café – Small group exploration of what membership would like to happen in Section 1301

We have been requested by the Business Technology College to begin using the south entrance of the facility for workshops and board meetings. The new meeting room is 2003. Enter from the south side, take the stairs up and turn to your right. The “old” meeting room is being converted into a library.

## 1301 March Workshop

Over 25 people attended the March Workshop entitled “Quality 101” led by Mary Culver, Educational Consultant of Sprint. The workshop was held at the BTC on March 19, 2005.

Mary led the discussions concerning “As Is” Process Flow, Process Analysis & Maturity, Process Decomposition and other tools that kept everyone’s interest.

The group was divided into five teams and worked together in a case study in which the above tools were used.

See page 1 for next month’s workshop on Team Building.



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# ASQ 1301 Board Minutes—March

## Positions/Volunteers and Reports:

ASQ Bylaws changes were discussed. Ken Case is sending a letter with the by-law changes. You can vote by e-mail or via snail mail if you do not choose the e-mail option.

## Certification Chair

Dana Yarnell reported certification test occurred last Saturday. 2 people sat for the CQM exam, 7 for CQT, and the rest for the 6 Sigma Black Belt. Steve Spangler assisted. People were asked if they could be contacted after the test – 5 out of 18 agreed. Several taking the Six Sigma exam reported that they had taken the Six Sigma test prior. Doug hopes to learn how to best help the members.

In order that the newsletter is more accurate, Heather suggested that the board double-check the copy. The Quality Management division uses this technique.

## Education

Doug Wood noted that enrollment is down. Carla Pestock of KCCC suggested that more advance notice be given for courses for the fall. It is proposed that the course be concentrated over a shorter time periods such as reduce the number of weeks by incorporating Saturday all day or offer modules that are applicable to more than one area. It is also suggested that emphasis on problem solving and test taking tips be increased.

Some suggested modules are:

How to take the test practice the problem  
Statistics  
Understand Quality Tools

Hope to reduce the price of the modules and textbooks. CQM uses CQM Handbook and CQE will use text costing \$75.

Doug will investigate finding an instructor to teach a Six Sigma exam preparation course. Heather is also a possibility as a teacher. The suggested strategy for the course is for students to get lots of practice working questions. Lots of practice would be the key.

Will offer 1 or 2 day Project Management course with John Shoemaker as instructor.

## Programs

Diana and Tom will investigate tours of Sealedair in St. Joseph and St. Luke's Hospital (2003 Malcolm Baldrige winner) this summer.

Tom will investigate the possibility regional or ASQ speakers or national speakers within price range that the local section can budget for such a meeting.

## Chair –

Laurel listed lots of accomplishments within 2004-2005 so far including:

Meetings  
Participation  
Education  
Programs

Areas needing attention include:

Web page continually problem

SMP should be reviewed at least quarterly and have not - have we actually used the SMP tool? What information that has been missing – depending on who is at the meetings.

Financial reporting - Lot of less \$ coming in from ASQ – Action item for Alan to see why

## Nominations

Treasurer – 2 yr? Alan Boyer

Vice Chair - open

Chair Elect –Diana Fiddick

Programs – Tom Johnson

Secretary – open

## Other opportunities

Laurel would like to investigate Networking or Book Club

### Quality Control Technician

Kansas City Manufacturer is seeking a proven, experienced Quality Control Technician (minimum 2 years experience required) to perform receiving, in-process and final product inspection (dimensional, visual, procurement review). Performance of calibration procedures for all measurement and test instruments/equipment.

Preparation and control of all required inspection documents including in-process records, inspection reports, discrepant material reports and root cause analysis/corrective action.

Identification and control of all non-conforming materials, including the timely reporting of non-conforming materials/process in order to promptly determine root cause and initiate appropriate corrective actions.

Proficiency with general inspection/test equipment (i.e., layout inspection, micrometers, dial calipers, dial indicators and flow meters). Familiar with ANSI Y14.5 dimensioning and tolerancing. Knowledge of general shop math. Ability to work from written and verbal instruction. Able to work with minimal supervision. Successful candidate must have efficient work habits.

Compensation commensurate with experience. Benefits include paid vacation, health insurance, profit sharing and 401K.  
Wm. Mark Moore [mmoore@alliedmaterials.com](mailto:mmoore@alliedmaterials.com)

### Corporate Quality Assurance Manager

A Topeka based, ISO certified, labor intensive manufacturing firm seeks individual to be responsible for quality control program, including quality improvement, creating inspection plans, quality training, audits and inspection for four facilities. The quality assurance supervisor at each plant would report to this person.

Position requires non-smoker with a Bachelor's degree and a strong background in quality control and total quality management. Experience in ISO, 6 Sigma and the medical industry a plus.

Resumes and cover letters may be submitted to L. Weber, M-C Industries, Inc., PO Box 5502, Topeka, KS 66605, Fax #785-273-0423, or [lweber@mcind.com](mailto:lweber@mcind.com). EOE

### Technical Engineering Associate

Responsible for determining the operations required for fabrication and assembly of products by reviewing parts drawings, specifications, and other engineering data. May develop sequence of operations, estimate time requirements for operations, and prepare operation sheets.

The Process Engineer will work to contain any issues that may arise, which includes 100% of daily on-time reporting. PMP is not a reporting organization but rather a support organization where the accountability is from President to VP; VP to Manager; Manager to Leader; and Leader to Associate in supporting their activities.

O. L. (Lanny) Ellis, Human Resource Leader, Progressive Molded Products, 5610 Corporate Drive, St. Joseph, Missouri 64507 (816) 279-9020 Ext. 223

### Project Manager / Business Analyst

...will have overall responsibility for Sogeti's deployment of Microsoft Project 2003 EPM and the Microsoft Office Solution Accelerator for Six Sigma solution and will manage the day-to-day activity for all aspects of this project. This person will also serve as the Business Analyst, driving requirements capture, analysis, and documentation, and perform engagement oversight and quality control through the duration of the project.

The PM/BA will lead the development and management of project plan related to the solution deployment, from project planning (business and strategic) and design, through testing, implementation, and maintenance. The PM/BA has a considerable understanding of the integrated solution, services, processes, and methodologies, along with a continuing understanding of the business function and process. The PM/BA is also responsible for educating project team members and the business community on the solution.

Required Skills: Experience deploying Microsoft Project 2003 EPM solutions and Microsoft Office Solution Accelerator for Six Sigma. Strong Six Sigma methodology knowledge and experience

Contact: Mark Neves, Sogeti USA, Phone: (913)451-9600  
Cell: (913)209-3871, [Mark.Neves@sogeti.com](mailto:Mark.Neves@sogeti.com)

### Quality Engineer

I am a recruiter with the search firm of Midland Consultants. A mid sized manufacturing company is currently conducting a search for a talented Quality Engineer (will supervise a staff of 2) to help implement ISO9000 and some Six Sigma projects. Location is about 1-2 hours SW of Chicago - somewhat rural area. Full relocation package. Open due to promotion. Machining/assembly facility. If you know of anyone within your chapter who might want to hear more about this opportunity, please have them email me directly.

Dani Schade, Midland Consultants, 440-234-1800 X101,  
[www.midlandconsultants.com](http://www.midlandconsultants.com)

### Mechanical Quality Inspector

Vendor Surveillance Corporation, an Aerospace/Aviation/Manufacturing located in KC Mo and KS, is seeking an Independent Contractor Mechanical Quality Inspector to Perform first article, in-process and final inspection on mechanical parts such as forgings, castings, hydraulics, avionics and Fluid and Actuators. Must be able to read and understand engineering drawings and specifications. Experienced with GDT and CMM is a plus.

Cynthia Lim, Tel: 800-854-7431 Ext. 201, Email: [clim@vscnet.com](mailto:clim@vscnet.com)

### Technical Engineering Leader

Performs a variety of complex and diverse technical tasks to assist engineers, including fabrication, assembly, testing and debugging of systems etc. May be responsible for design and document test procedures, conduct routine and detailed experimental testing. May trouble-shoot, install and repair equipment or components. Provides technical guidance to more junior engineers.

O. L. (Lanny) Ellis, Human Resource Leader, Progressive Molded Products, 5610 Corporate Drive, St. Joseph, Missouri 64507 (816) 279-9020 Ext. 223

# 2004-05 Section Team List

Position	Name	Email Address
Chair	Laurel Berenguer	Lberenguer@kc.rr.com
Chair-Elect	Jim Urkevich	Jurkevich@kc.rr.com
Vice Chair	Diana Fiddick	Fiddick@everestkc.net
Secretary	OPEN	
Treasurer	Alan Boyer	AlanBoyer@leaders-perspective.com
Arrangements Champion	Gilbert Snedden	Gilbert@rudolphkc.com
Auditing Champion	Jerry Parker	Jerry.parker.b@bayer.com
Authorized CQMgr Trainer	Heather McCain	HeatherMcC@aol.com
Certification Champion	Dana Yarnell	Dyarnell@kinedyne.com
Contact Person	Lois Cowden	Lcowde1@hallmark.com
Database Champion	Heather McCain	HeatherMcC@aol.com
Education Champion	Doug Wood	Dwood4@hallmark.com
Examining Champion	OPEN	
Historian/Librarian	Melynda Steward	Mstewa4@hallmark.com
Immediate Past Champion	Toni Madeira	toni@candicebennett.com
Internet Liaison	Jon Steltenpohl	jonceram@swbell.net
Membership Champion	Lois Cowden	Lcowde1@hallmark.com
Newsletter Editor	Jim Urkevich	Jurkevich@kc.rr.com
Nominating Champion	Jim Urkevich	Jurkevich@kc.rr.com
Placement Champion	Mark Krebs	mark.krebs@us.fortis.com MRKrebsWork@aol.com
Program Champion	Diana Fiddick	diana.l.fiddick@mail.sprint.com
Publicity Champion	John Donart	john.donart@garmin.com
Recertification Champion	Pam Carlson	pamac@cbckc.org
SMP Champion	Laurel Berenguer	LBerenguer@kc.rr.com
Student Branch Counselor	Tina Coffelt	tinac@mail.nwmissouri.edu
SIG—Community Quality	Fred Brown	Fredpccasq@aol.com
KAE (KS Quality Award)	John Shoemaker	Jshoemaker@qof.com
MQA (MO Quality Award)	Paul Orton	the5ortons@earthlink.net
Community Outreach	Gene Kelly	gkelly@rxcci.com

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## American Society for Quality

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## ASQ 1301 Calendar of Events

April 4-May 16, 2005	CQA Recertification Course	6:00 pm – 9:00 pm	KCKCC
April 4-5, 2005	ASQ's ISO 9000 Summit	7:00 am	Atlanta, Georgia
April 6-8, 2005	Root Cause Analysis—ASQ	TBA	Seattle, WA
April 10-13, 2005	The Quest of Excellence XVII	8:00 am	Washington, DC
April 14, 2005	ASQ 1301 Board Meeting	6:00 pm – 7:30 pm	BTC, Kansas City, Mo.
April 16, 2005	Team Building and Improve	8:00 am – 12:00 pm	BTC, Kansas City, Mo.
April 23-May 21, 2005	CQIA Recertification Course	8:00 am – 12:00 pm	KCKCC
May 2-6, 2005	Intro to Quality—ASQ	TBA	Milwaukee, WI
May 15-16, 2005	Quality Cost Principles—ASQ	TBA	Seattle, WA
May 16-18, 2005	World Conference on Quality	8:30 am	Seattle, Washington
May 21, 2005	Business Meeting and Café	8:00 am—12:00 pm	BTC, Kansas City, Mo.

For Up-To-Date Information on Courses and Employment Opportunities—Go To [ASQ1301.org](http://ASQ1301.org)

If you have an event for the calendar that may be of interest to the membership, please send to [jurkevich@kc.rr.com](mailto:jurkevich@kc.rr.com).

Does not have to be ASQ related.